Blue Top Newsletter

GSA

USAccess Program

Upcoming Meetings and Training

Meeting/Training	Date & Time (EST)	Location	Dial-In Info
CAB	Thu, Dec 3 9:30 to 12:00	Grant Thornton 333 John Carlyle Dr., Alexandria, VA 4th Fl. Conf. Rm	No Telecon Provided
User Group	Wed, Nov 18 9:00 to 12:00	GSA Central Office 1800F St. NW Conf. Rm 3042	888-455-1864 Passcode: 5887966
Adjudicator Training	Tue, Nov 17 3:00 to 4:00 Thu Nov 19 1:00 to 2:00	Telecon	888-455-1864 Passcode: 5500553
Registrar Refresher Training	Thu, Dec 10 2:30 to 3:30	Telecon	888-455-1864 Passcode: 3611044
Registrar Classroom Training	Wed and Thu Nov 18-19 Dec 9-10	HP Chantilly, VA	Contact Jim Schoening for information or to Register

Draft Performance Work Statement Released

The draft Core Services Performance Work Statement (PWS) was posted to FedBizOps (FBO) on November 6 for industry and USAccess Customer Agency feedback. It will be posted until November 20. All feedback is due at that time.

The draft PWS can be found here.

Agency Lead Portal Maintenance Planned November 13-15

On November 13, GSA IT will be working with Salesforce to migrate applications from the current Salesforce commercial cloud environment to the new, FedRAMP-certified GovCloud environment.

During the migration process, **the USAccess Agency Lead Portal (ALP) will be inaccessible from November 13 at 12:00 pm (EST) until approximately November 15 at 5:00 pm (EST).**

Adjudicator Training for Release 9.8

Release 9.8 is scheduled for November 14. Due to the number of changes planned for the Adjudicator Portal in Release 9.8 the MSO is holding a Web-based training for Adjudicators. Agency Leads received training invitations from the MSO. It is incumbent on Agency Leads to forward the invitations to Adjudicators. Training dates:

- Thursday, November 12, 1-2pm EST (completed)
- Tuesday, November 17, 3-4pm EST
- Thursday, November 19 , 1-2pm EST

The training will follow the format used in Registrar Refresher training, where a slide presentation is followed by a short Q&A.

Release 9.8 Job Aid Updates

The following Job Aids have been updated to account for changes in release 9.8:

- Adjudicator Guide (new)
- Security Officer Document Validation Guide
- Security Officer Card Actions Guide
- Sponsor Quick Reference Guide

These Job Aids will be posted on the Agency Lead Portal by Monday, November 16.

USAccess Software Release 9.9 scheduled for early February 2016; MANDATORY LIGHT INSTALLERS available in early January

The changes included in Release 9.9 include providing the capability to credential Foreign Nationals in the USAccess system as well as making the Personal Credentialing Assistant (PCA) available on fixed and Light workstations.

Both of these changes mean a mandatory push to fixed and light machines. Per agency request, a new Light installer will be made available to Agencies for *internal testing* before Release 9.9 moves into production. The light installer will be made available in early January 2016 (tentatively scheduled for January 8, 2016). This will give Agencies time to test and later deploy the installer before Release 9.9 moves in to production.

PCA is a user intuitive method of activating and completing card updates/rekeys. This software is already in use with distributed print customers, and handles PIN resets/ card updates sequentially to help prevent the issue that occurs today where Applicants could leave an activation workstation without completing their card update following a PIN reset. The MSO plans to do a slow rollout of PCA, meaning the current Unattended and Attended Activation portals will still be available for a period of time following Release 9.9. This will allow for proper training and adoption of PCA with the Activator community.

More details on PCA will be discussed in the November User Group meeting. The MSO also plans to offer PCA training webinars in January 2016 along with updated training guides.

Upcoming Certificate Policy Change

Certificates will use the Common Policy Object Identifier (OID) going forward, rather than the Common Hardware OID. This allows for the encryption/decryption of emails and other applications on mobile devices. We would like to schedule this within the next month. If you have any input please let us know.

MSO Now Accepting 7600A and B

In order to ease the funding obligation process, effective immediately customer agencies will have the option to utilize MSO-specific versions of forms 7600A and B in lieu of the MSO IA addendum to obligate funding if they choose. Agencies may also continue to utilize the current IA and IA addendum if they prefer. Both sets of form templates can be found on the USAccess home page at www.fedidcard.gov.

REMINDER: Tri Interface (Coil) Cards to be removed from Approved Products List (APL) December 2015

This is a reminder to announcements we made last year regarding tri interface (coil) cards being removed from the FICAM APL.

The GSA Office of Governmentwide Policy (OGP) released notification last year that the tri interface cards including those issued by the USAccess Program will be removed from the FICAM APL. Initially OGP stated that the tri interface cards would be removed from the APL in December 2014. Per our request, OGP extended the deadline to December 2015 to accommodate USAccess Program customers.

Removal of these tri interface cards from the APL means the USAccess Program can no longer print new tri interface credentials for a USAccess customer starting in January 2016. Tri interface cards that are printed (but not activated) before APL removal in December 2015 can still be activated, and any existing active tri interface cards in the field will not be terminated and will remain active until the card expiration date printed on the front of the card.

The GSA MSO realizes that several Agency customers use tri interface cards with their existing PACS/LACs systems, and discontinuing this type of PIV credential has impact on Agency IT infrastructures. The MSO reached out to impacted Agencies last year and provided a list of Agency credential holders who were issued a tri interface credential on request. Please contact Matt Arnold at matthew.arnold@gsa.gov if you have questions.

REMINDER: New help desk email address took effect November 1, 2015

As mentioned in previous Blue Tops, our USAccess core services vendor now operates under a new business name, Hewlett Packard Enterprise. This change took effect on November 1, 2015. As a result, the Hewlett Packard Enterprise-provided help desk changed its email address from usaccess.helpdesk@hp.com to
usaccess.helpdesk@hpe.com.

The previous (@hp.com) email address still works until October 31, 2016, and the help desk personnel will receive and respond to emails sent to this address until then.
However, we strongly encourage you to share this updated email address with your role holders and have them start using it now in preparation for the final cutover.

End of Year Blue Top Schedule

The Blue Top is typically published on the second and fourth Thursday of the month. In order to avoid distributing the Blue Top on and around holidays, we will be modifying the end of year schedule.

There will be no Blue top the week of Thanksgiving. The final two 2015 Blue Tops will be published on Dec 3 and Dec 17.

Service Enhancements

System Changes Since Last Blue Top

- Maintenance completed as scheduled on October 31.
- Updated Advisory Council for Historic Preservation Zone 4 Return Address
- Added Zone 4 Value of '1' and '2' for USITC
- Modified CNCS Zone 20 Front Value
- Added OPAC code for NARA
- Onboarded new agency, US Trade and Development

Planned changes

For any maintenance downtime periods, please schedule some buffer time to re-sume enrollment and activation appointments to account for any unanticipated de-lays in service.

- **Routine maintenance is scheduled for Saturday, December 5.**
  This is the regular December maintenance. Please plan for the USAccess Service and Role Holder Portals to be unavailable for most of the day.

- **USAccess Software Release 9.8 is scheduled for release on November 14.**
  Please plan for the USAccess Service and role holder portals to be unavailable for much of the day. An updated draft release notice was posted to the Agency Lead Portal on November 3rd.

Security Tip

Cogent Sensitive to Static Electricity

As the dry, winter weather arrives, it is important to do what you can to protect your equipment from damage via electric shock from static electricity build-up. Please identify a grounded object or purchase a static electricity discharge product and ask cardholders to discharge themselves prior to touching the Cogent fingerprint scan-ners. These pieces of equipment are particularly sensitive to electric shock, so please take added precaution when using it.

If your Cogent scanner is shocked, the light on it will start glowing brightly and not turn off. If this occurs, please call the USAccess Help Desk for help re-calibrating your unit.